ProScript User Guide

Acute Medication Service (AMS)

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Author	Rx Systems

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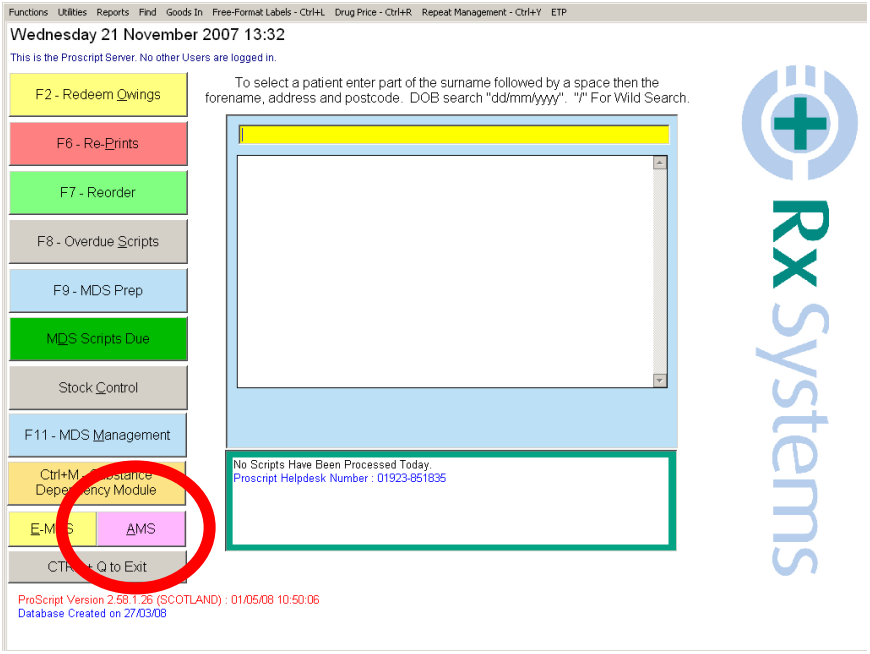
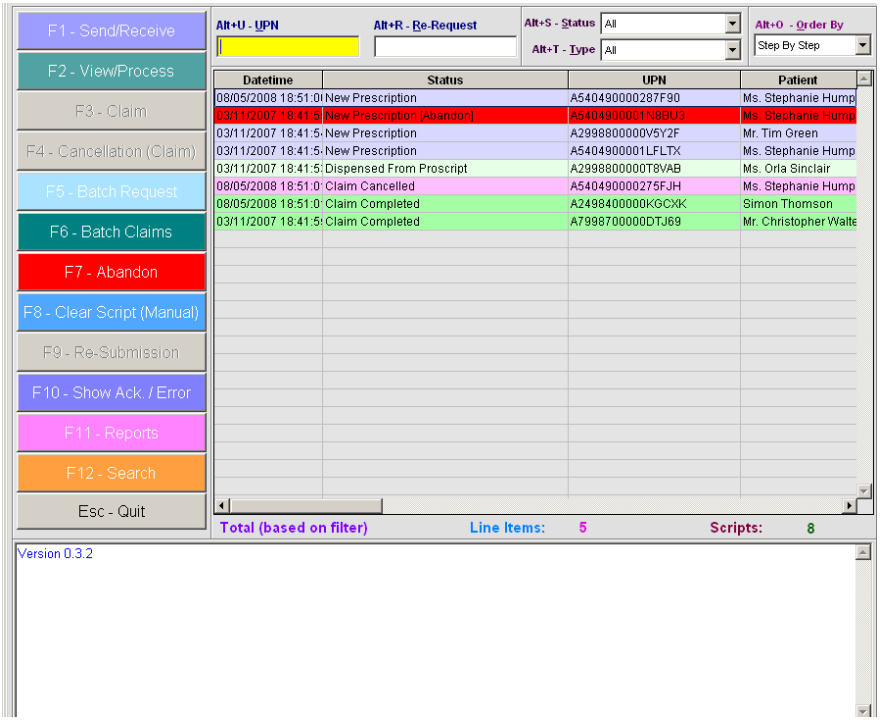
Using the Acute Medication Service (AMS)

The AMS module can be accessed from the 'Patient Select' screen. Click on the **[AMS]** button, or press ALT+A on your keyboard.


Functions Utilities Reports Find Goods In Free-Format Labels - Ctrl+L Drug Price - Ctrl+R Repeat Management - Ctrl+Y ETP
Wednesday 21 November 2007 13:32
This is the Proscript Server. No other Users are logged in.
To select a patient enter part of the surname followed by a space then the forename, address and postcode. DOB search "dd/mm/yyyy". "/" For Wild Search.
F2 - Redeem Owings
F6 - Re-Prints
F7 - Reorder
F8 - Overdue Scripts
F9 - MDS Prep
MDS Scripts Due
Stock Control
F11 - MDS Management
E-MDS
AMS
No Scripts Have Been Processed Today.
Proscript Helpdesk Number : 01923-851835
ProScript Version 2.58.1.26 (SCOTLAND) : 01/05/08 10:50:06
Database Created on 27/03/08
Rx Systems

The AMS main screen displays a list of all AMS prescriptions which are colour coded to indicate their status (downloaded, dispensed or completed)


F1 - Send/Receive
F2 - View/Process
F3 - Claim
F4 - Cancellation (Claim)
F5 - Batch Request
F6 - Batch Claims
F7 - Abandon
F8 - Clear Script (Manual)
F9 - Re-Submission
F10 - Show Ack. / Error
F11 - Reports
F12 - Search
Esc - Quit
Alt+U - UPN
Alt+R - Re-Request
Alt+S - Status All
Alt+T - Type All
Alt+O - Order By Step By Step
Datetime Status UPN Patient
08/05/2008 18:51:0 New Prescription A540490000287F90 Ms. Stephanie Hump
03/11/2007 18:41:5 New Prescription [Abandon] A5404900001N8BU3 Ms. Stephanie Hump
03/11/2007 18:41:5 New Prescription A2998800000V5Y2F Mr. Tim Green
03/11/2007 18:41:5 New Prescription A5404900001LFLTX Ms. Stephanie Hump
03/11/2007 18:41:5 Dispensed From Proscript A2998800000T8VAB Ms. Orla Sinclair
08/05/2008 18:51:0 Claim Cancelled A540490000275FJH Ms. Stephanie Hump
08/05/2008 18:51:0 Claim Completed A2498400000KGCXK Simon Thomson
03/11/2007 18:41:5 Claim Completed A7998700000DTJ69 Mr. Christopher Walte
Total (based on filter) Line Items: 5 Scripts: 8
Version 0.3.2

To start the dispensing process, the script can be downloaded by scanning the barcode on the paper prescription.
You will be asked to confirm the pharmacists' details.

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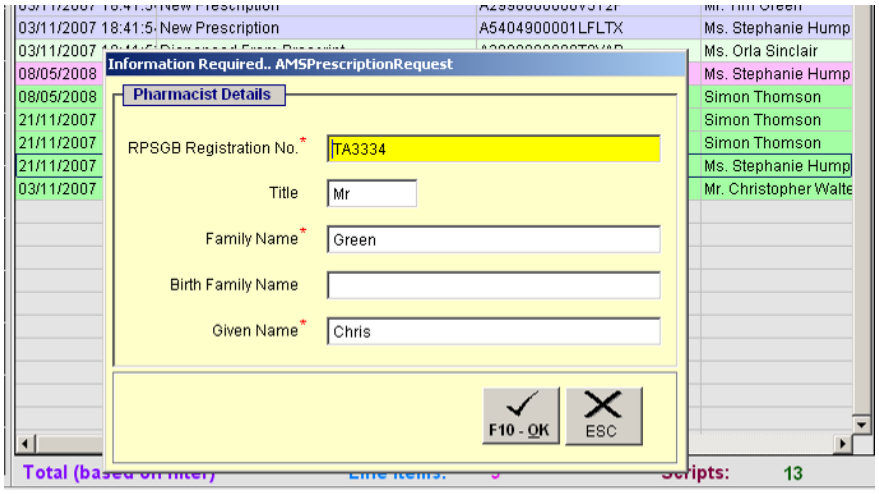
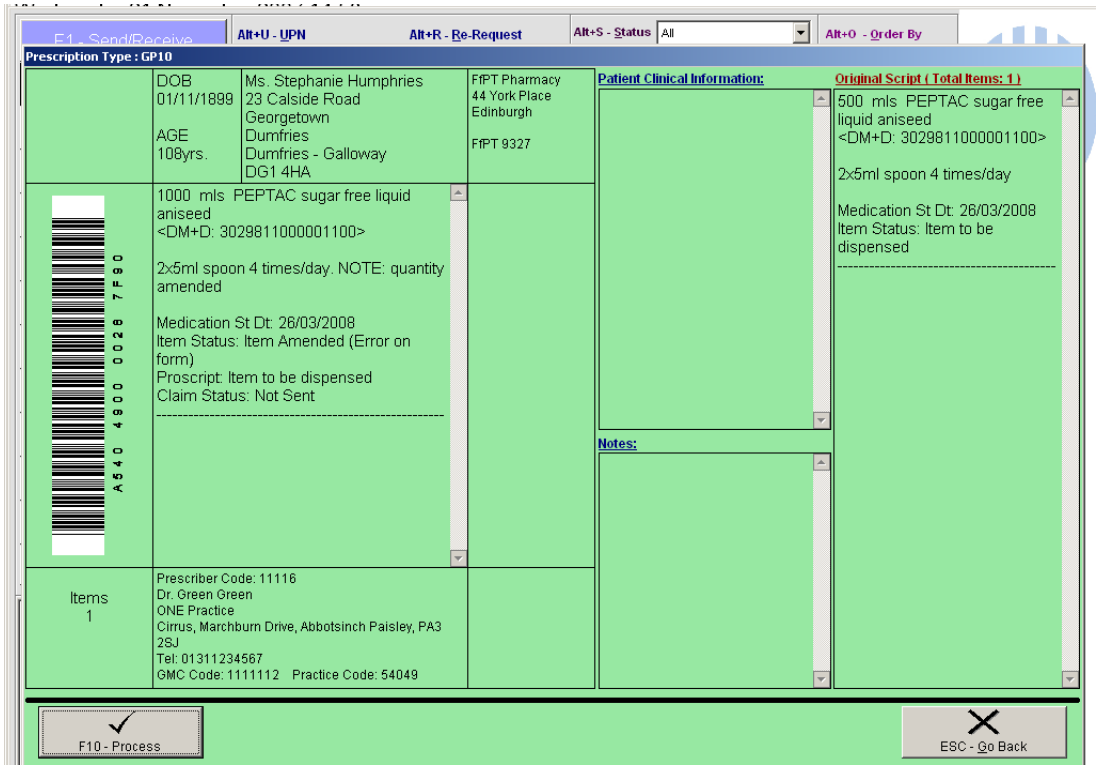


After pressing F10 at this screen a preview of the script will be displayed



Press the **[F10 – Process]** button, when you are ready to start dispensing.
After collecting the patient details from the Scottish central systems known as Patient Message Store (ePMS), Proscript will automatically check to see if the patient already exists and you will be asked to confirm the correct patient has been selected.

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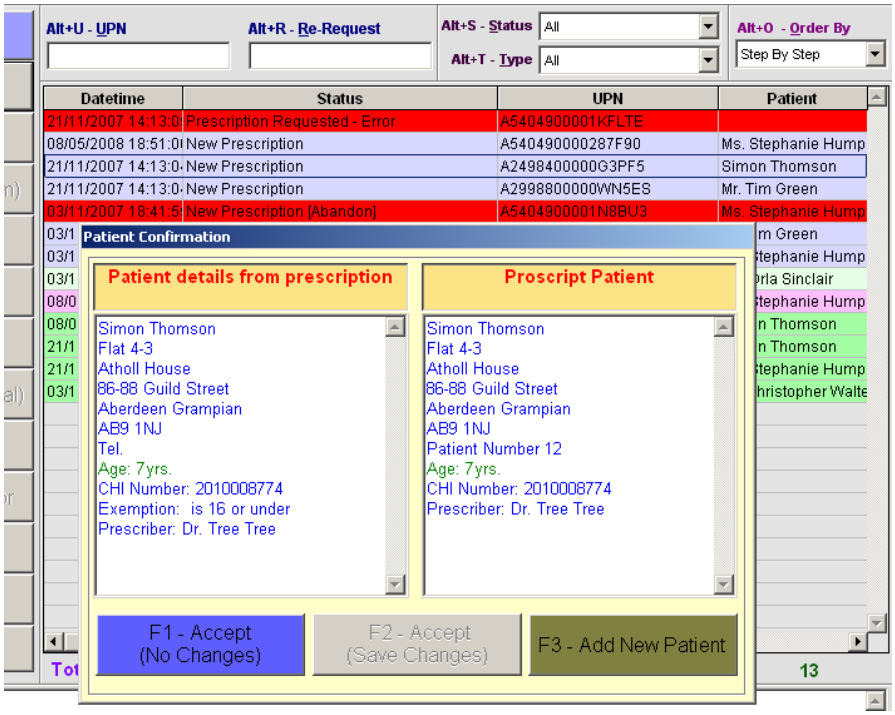
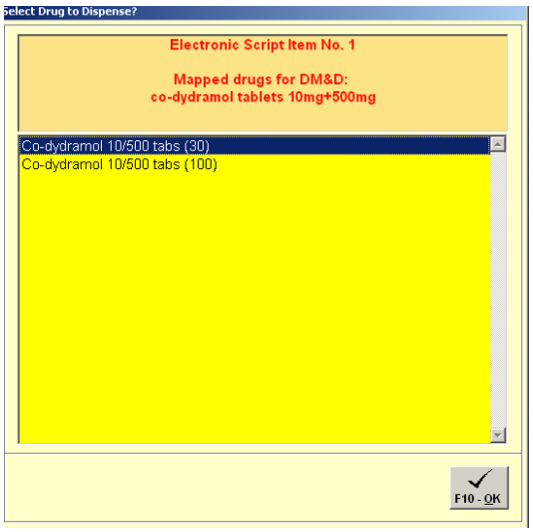


The differences in the patient details held on the ePharmacy Message Store (ePMS) and your local ProScript system will be highlighted in a red font.
You have the following 3 options:

Press **F1**- to "Accept" it is the correct patient, and to make no changes to the patient details held locally in ProScript
Press **F2** - to "Accept" it is the correct patient, and to update the patient details in ProScript from the patient details held centrally
Press **F3** - to add the patient as a new patient, press F3. **Please note:** this can lead to multiple copies of the same patient within ProScript, each with separate patient records.

Depending on the items on the prescription, you may be asked to select a pack size.



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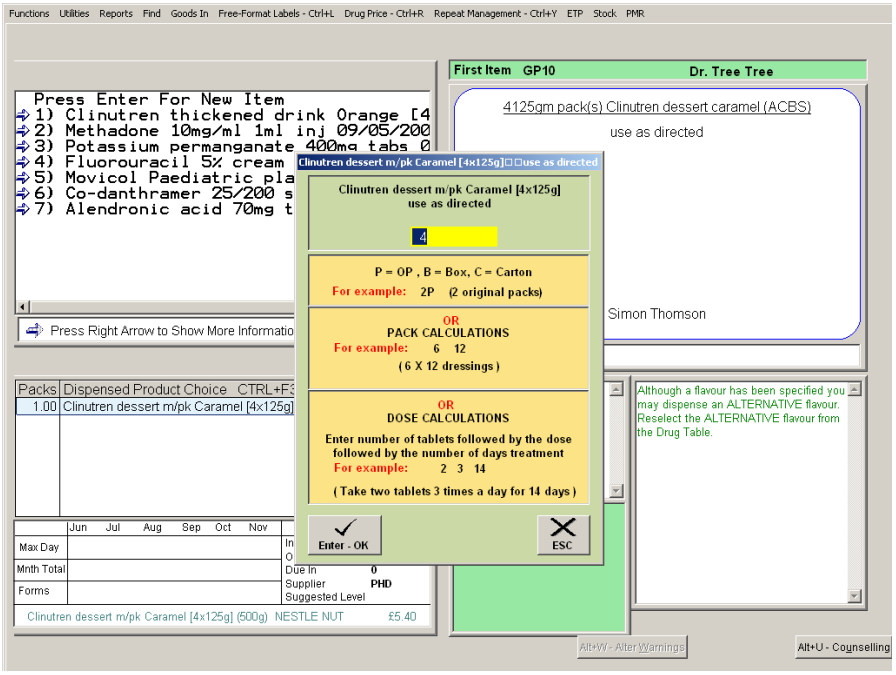
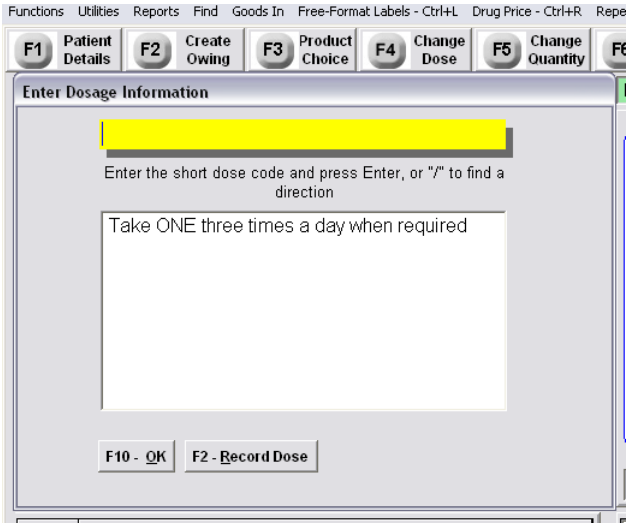
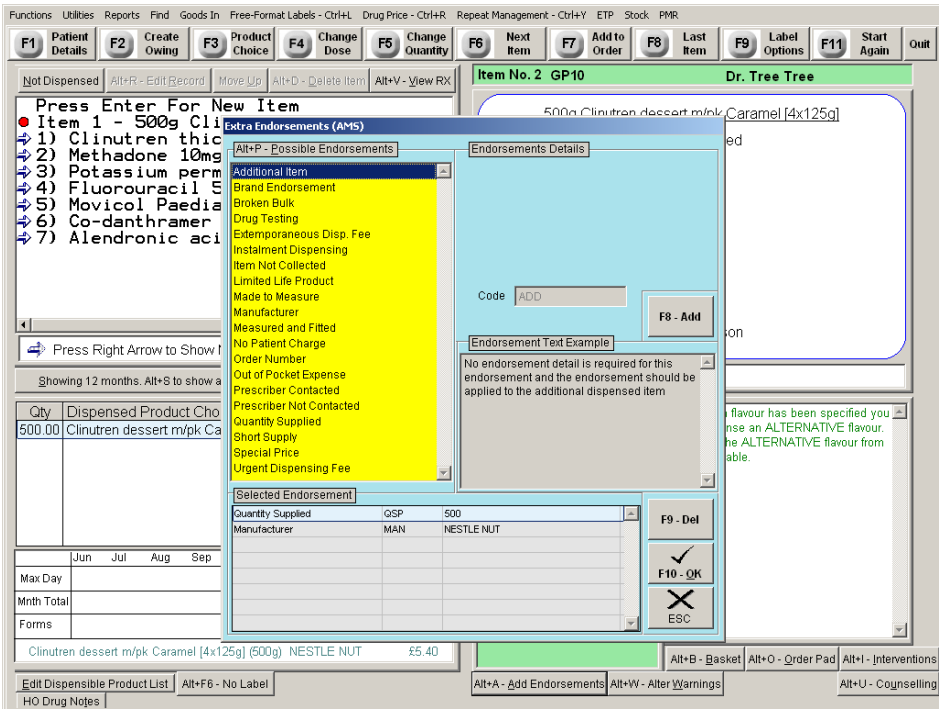
The AMS dispensing process follows the same steps as dispensing from a paper prescription. The major difference is that you don't need to manually select the item, and the quantity and dosage screens are automatically populated.
These must be checked and confirmed (by pressing the **ENTER** or **F10** key).
If the quantity needs changing type in the new quantity in the quantity box this will overwrite what is already there.


Functions Utilities Reports Find Goods In Free-Format Labels - Ctrl+L Drug Price - Ctrl+R Repeat Management - Ctrl+Y ETP Stock PMR
Press Enter For New Item
1) Clinutren thickened drink Orange [4
2) Methadone 10mg/ml 1ml inj 09/05/200
3) Potassium permanganate 400mg tabs 0
4) Fluorouracil 5% cream
5) Movicol Paediatric pla
6) Co-danthramer 25/200 s
7) Alendronic acid 70mg t
Press Right Arrow to Show More Informatio
First Item GP10
Dr. Tree Tree
4125gm pack(s) Clinutren dessert caramel (ACBS)
use as directed
Simon Thomson
Clinutren dessert m/pk Caramel [4x125g] use as directed
P = OP , B = Box, C = Carton
For example: 2P (2 original packs)
OR
PACK CALCULATIONS
For example: 6 12
(6 X 12 dressings)
OR
DOSE CALCULATIONS
Enter number of tablets followed by the dose followed by the number of days treatment
For example: 2 3 14
(Take two tablets 3 times a day for 14 days)
Enter - OK
ESC
Packs Dispensed Product Choice CTRL+F3
1.00 Clinutren dessert m/pk Caramel [4x125g]
Jun Jul Aug Sep Oct Nov
Max Day
Mnth Total
Forms
Due In 0
Supplier PHD
Suggested Level
Clinutren dessert m/pk Caramel [4x125g] (500g) NESTLE NUT £5.40
Although a flavour has been specified you may dispense an ALTERNATIVE flavour. Reselect the ALTERNATIVE flavour from the Drug Table.
Alt+W - Alter Warnings
Alt+U - Counselling

If the dosage needs changing Press escape and type in the dosage that you need on the label.

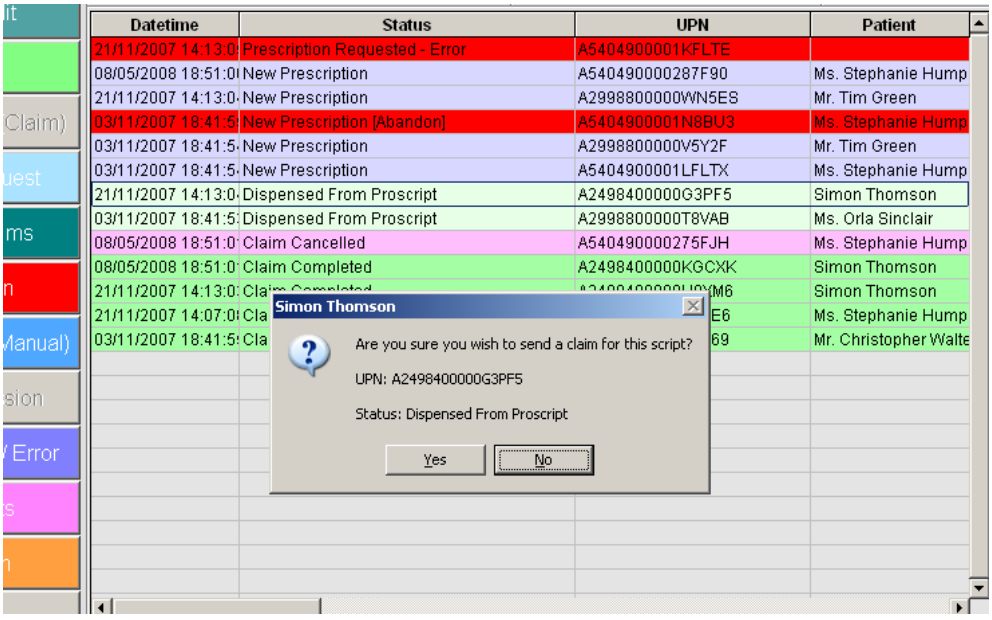

Functions Utilities Reports Find Goods In Free-Format Labels - Ctrl+L Drug Price - Ctrl+R Repe
F1 Patient Details
F2 Create Owing
F3 Product Choice
F4 Change Dose
F5 Change Quantity
Enter Dosage Information
Enter the short dose code and press Enter, or "/" to find a direction
Take ONE three times a day when required
F10 - OK
F2 - Record Dose

There may be instances where you need to add additional endorsements, to do so highlight the required item and press ALT+A.



Once all items have been processed, press **F8** to finish the script.
For a complete list of additional endorsements and their explanation, please see **Appendix 1**.

Once the script has been finished, you will be taken back to the AMS screen. You will be asked if you wish to send the claim now.
Selecting "YES" will send the claim.
Selecting "No" will save the claim to be sent at a later time.


Datetime
Status
UPN
Patient
21/11/2007 14:13:0 Prescription Requested - Error A5404900001KFLTE
08/05/2008 18:51:0 New Prescription A540490000287F90 Ms. Stephanie Hump
21/11/2007 14:13:0 New Prescription A2998800000WN5ES Mr. Tim Green
03/11/2007 18:41:5 New Prescription [Abandon] A5404900001N8BU3 Ms. Stephanie Hump
03/11/2007 18:41:5 New Prescription A2998800000V5Y2F Mr. Tim Green
03/11/2007 18:41:5 New Prescription A5404900001LFLTX Ms. Stephanie Hump
21/11/2007 14:13:0 Dispensed From Proscript A2498400000G3PF5 Simon Thomson
03/11/2007 18:41:5 Dispensed From Proscript A2998800000T8VAB Ms. Orla Sinclair
08/05/2008 18:51:0 Claim Cancelled A540490000275FJH Ms. Stephanie Hump
08/05/2008 18:51:0 Claim Completed A2498400000KGCXK Simon Thomson
Simon Thomson
Are you sure you wish to send a claim for this script?
UPN: A2498400000G3PF5
Status: Dispensed From Proscript
Yes
No

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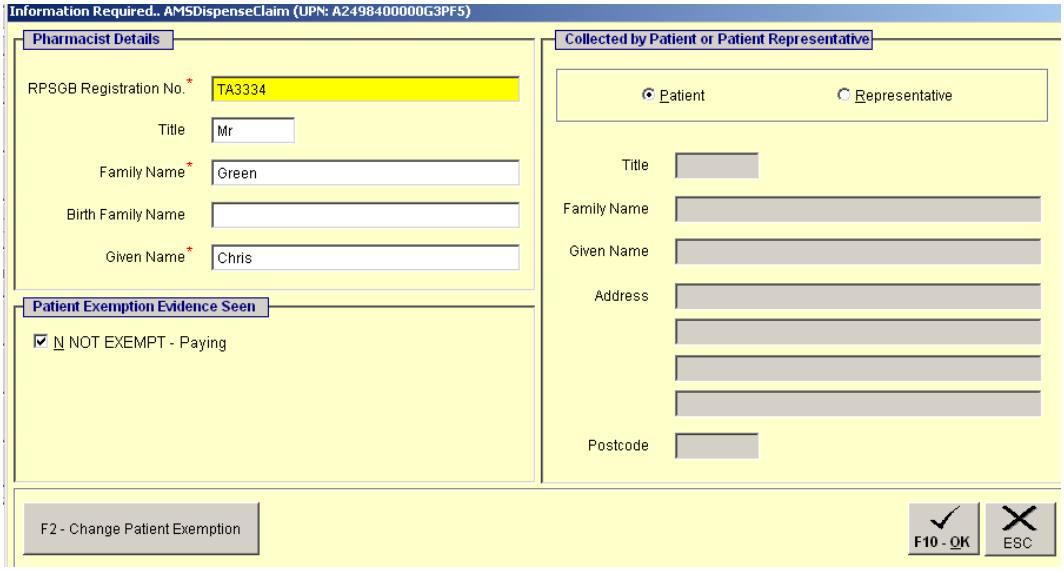
When you send the claim, you will be prompted to confirm the pharmacists details, along with confirmation of the patients exemption, or if they are a paying patient.



Please note it is important to check that the exemption status of the patient held in ProScript is correct, as this will be used by the PPD for payment.
Pressing **F10** will confirm these details and send the claim to ePharmacy.
A list of all the status messages can be found in **Appendix 2**.

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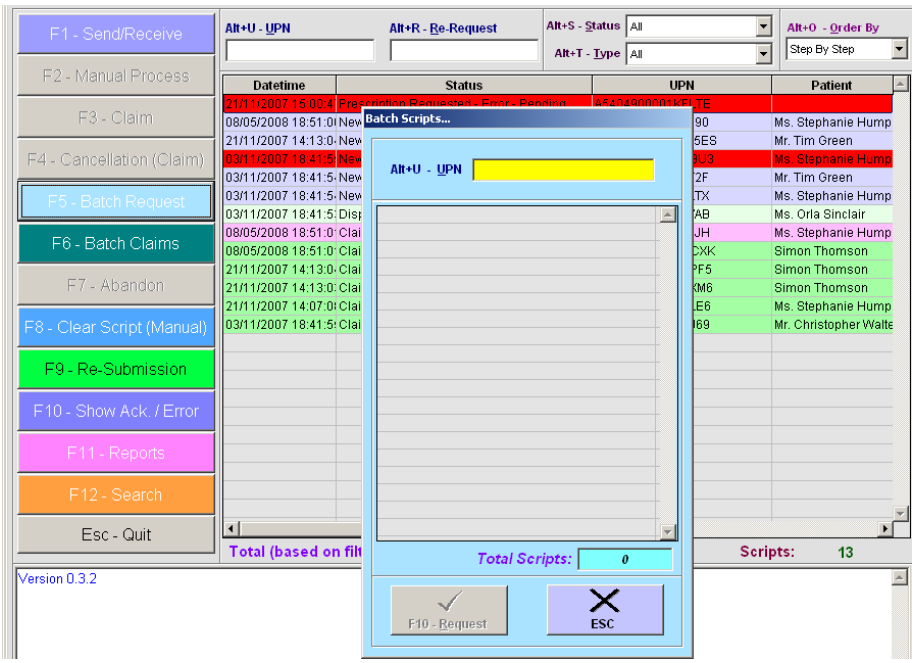
Batch Prescription Requests

The "Batch Prescription Request Function" allows you to pull down multiple scripts in one go, allowing you to process them individually at a later time. This can be quicker than scanning one script at a time, and waiting to receive it before scanning the next script.
To request multiple scripts at the same time, on the AMS screen, press the **[F5 – Batch Request]** button.
Once the blue box appears, scan all the scripts you wish to request. Press **F10** to start the download.



Once downloaded, you can process these scripts either by scanning the script you want to work or by highlighting the script and pressing **F2.**

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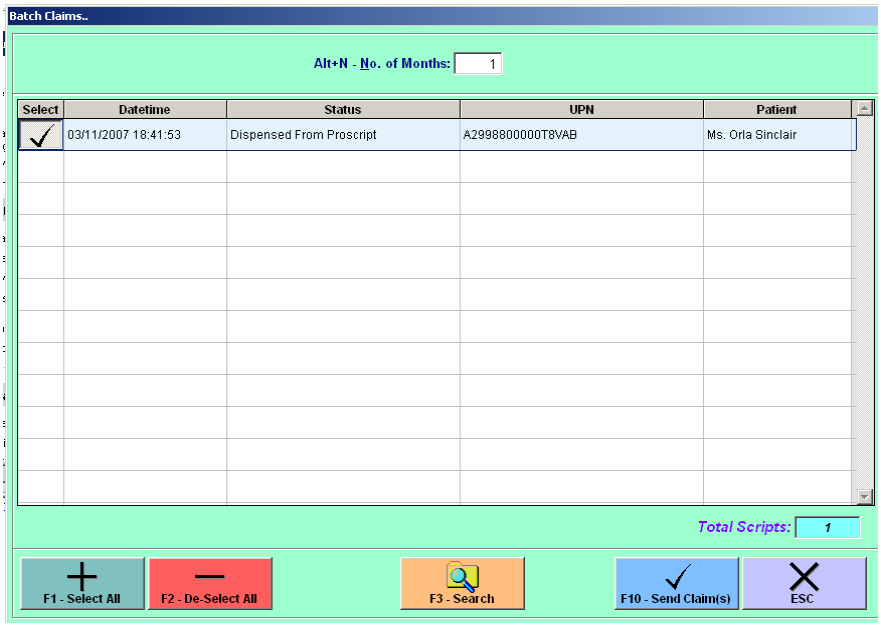
Batch Claims

The "Batch Claims" facility allows you to send multiple claim requests at the same time, instead of sending them individually at the end of every script.
You can send all unsent claims at the same time by pressing the [**F6 – Batch Claims**] button.



You can select all claims by pressing **F1**, or select them individually. Press **F10** to send all ticked claims.

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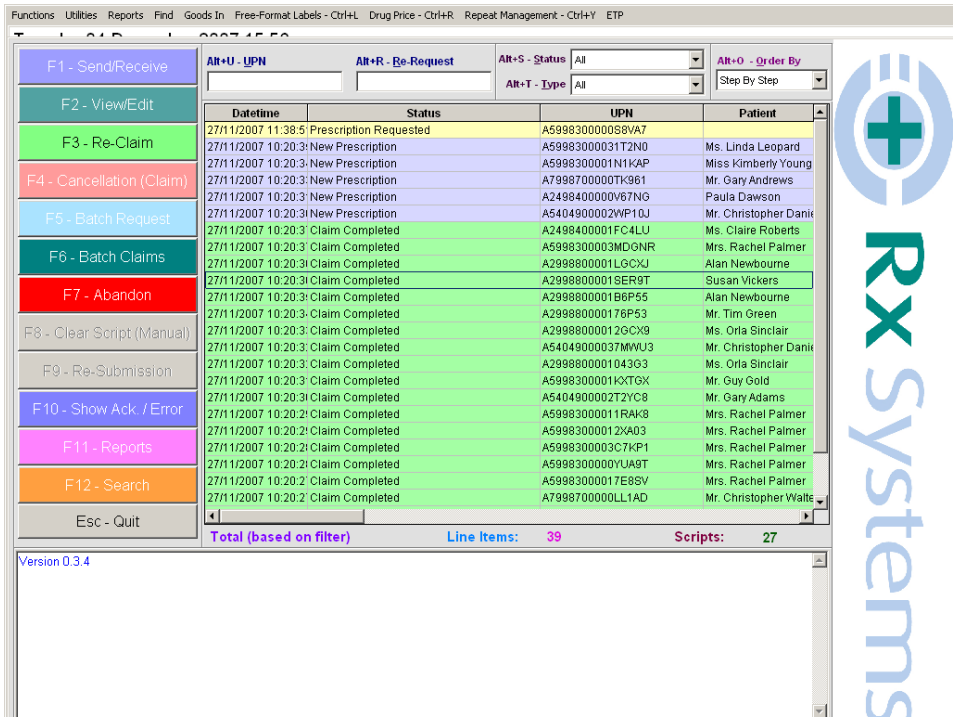
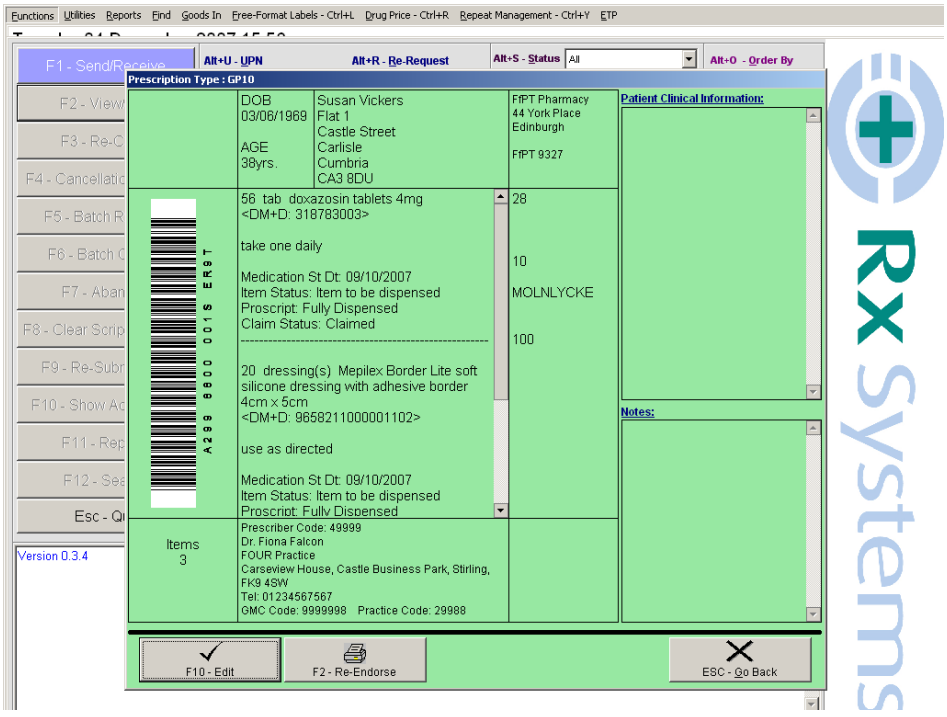
Amending Endorsement Claims

You can add, amend or remove additional endorsement claims, up to 14 days after the original claim has been sent. To do this, go into the AMS screen. You can either scan the script or Select the required claim and press the **[F2 – View/Edit]** button.



A preview of the claim is displayed. Press **[F10 – Edit]** to make any changes to the endorsements.



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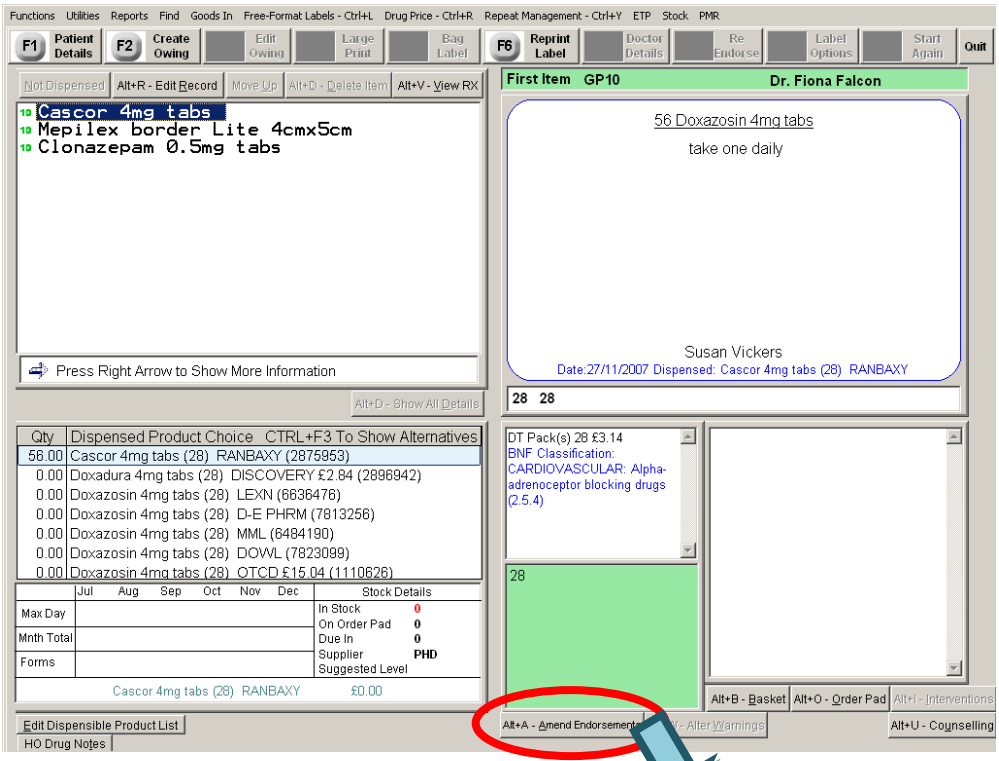
Once in the patients' record, highlight the item that needs amending, and press **[ALT-A – Amend Endorsements].**



You will then see the Extra Endorsement window. Existing endorsements will be listed in the bottom box.

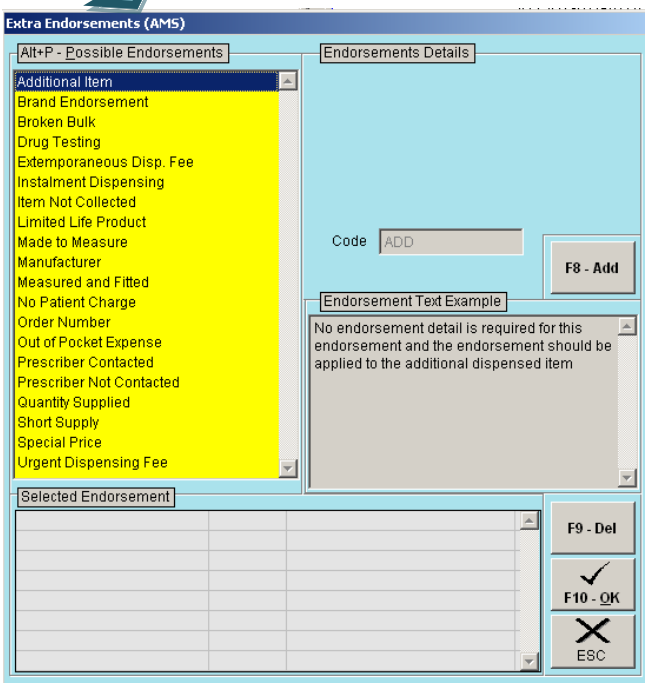
To add a new endorsement, select it from the list, if any prices required input them and press **F8** to add it to the item.

To remove an endorsement, highlight it from the bottom box and press **F9**.

Once all amendments have been made, press **F10** to save the changes.

Press **ESC** to go back to the AMS screen.

To re-submit the claim, press **F3**. You will be prompted to confirm the pharmacists' details and patient exemption. Press **F10** to accept the details.



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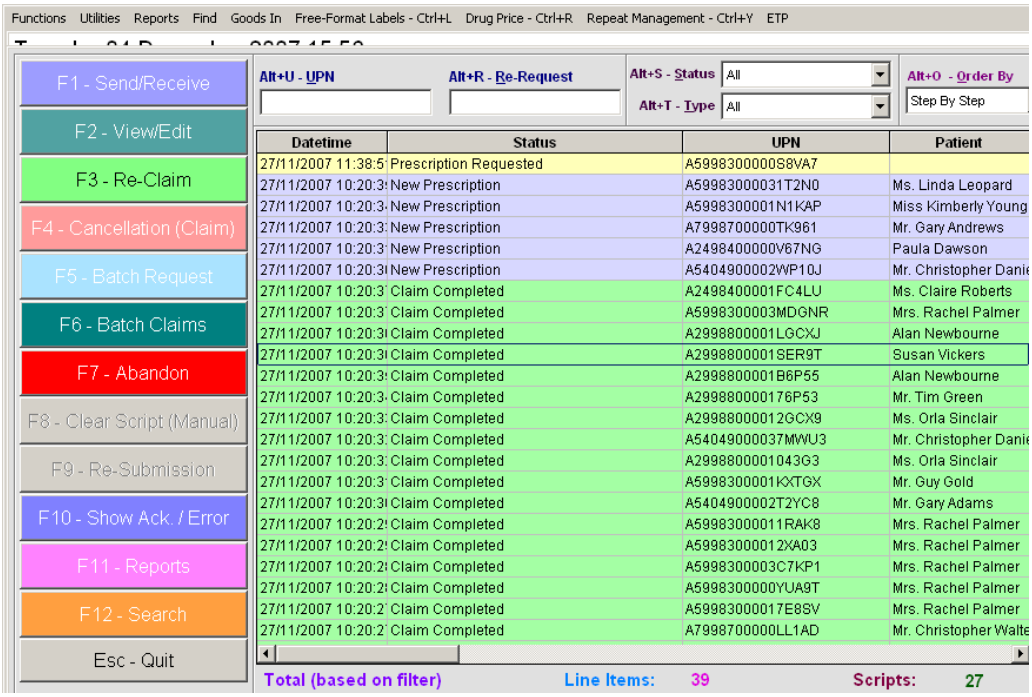
Functions Utilities Reports Find Goods In Free-Format Labels - Ctrl+L Drug Price - Ctrl+R Repeat Management - Ctrl+Y ETP
F1 - Send/Receive
F2 - View/Edit
F3 - Re-Claim
F4 - Cancellation (Claim)
F5 - Batch Request
F6 - Batch Claims
F7 - Abandon
F8 - Clear Script (Manual)
F9 - Re-Submission
F10 - Show Ack. / Error
F11 - Reports
F12 - Search
Esc - Quit
Alt+U - UPN
Alt+R - Re-Request
Alt+S - Status All
Alt+T - Type All
Alt+O - Order By
Step By Step
Datetime Status UPN Patient
27/11/2007 11:38:5 Prescription Requested A59983000000S8VA7
27/11/2007 10:20:3 New Prescription A59983000031T2N0 Ms. Linda Leopard
27/11/2007 10:20:3 New Prescription A5998300001N1KAP Miss Kimberly Young
27/11/2007 10:20:3 New Prescription A7998700000TK961 Mr. Gary Andrews
27/11/2007 10:20:3 New Prescription A2498400000V67NG Paula Dawson
27/11/2007 10:20:3 New Prescription A5404900002WP10J Mr. Christopher Dani
27/11/2007 10:20:3 Claim Completed A2498400001FC4LU Ms. Claire Roberts
27/11/2007 10:20:3 Claim Completed A5998300003MDGNR Mrs. Rachel Palmer
27/11/2007 10:20:3 Claim Completed A2998800001LGCXJ Alan Newbourne
27/11/2007 10:20:3 Claim Completed A2998800001SER9T Susan Vickers
27/11/2007 10:20:3 Claim Completed A2998800001B6P55 Alan Newbourne
27/11/2007 10:20:3 Claim Completed A299880000176P53 Mr. Tim Green
27/11/2007 10:20:3 Claim Completed A29988000012GCX9 Ms. Orla Sinclair
27/11/2007 10:20:3 Claim Completed A54049000037MWU3 Mr. Christopher Dani
27/11/2007 10:20:3 Claim Completed A299880000104 3G3 Ms. Orla Sinclair
27/11/2007 10:20:3 Claim Completed A5998300001KXTGX Mr. Guy Gold
27/11/2007 10:20:3 Claim Completed A5404900002T2YC8 Mr. Gary Adams
27/11/2007 10:20:2 Claim Completed A59983000011RAK8 Mrs. Rachel Palmer
27/11/2007 10:20:2 Claim Completed A59983000012XA03 Mrs. Rachel Palmer
27/11/2007 10:20:2 Claim Completed A5998300003C7KP1 Mrs. Rachel Palmer
27/11/2007 10:20:2 Claim Completed A5998300000YUA9T Mrs. Rachel Palmer
27/11/2007 10:20:2 Claim Completed A59983000017E8SV Mrs. Rachel Palmer
27/11/2007 10:20:2 Claim Completed A7998700000LL1AD Mr. Christopher Walte
Total (based on filter) Line Items: 39 Scripts: 27

Please note if you need to cancel a claim after the 14 day period call the ePharmacy helpdesk on **0131 275 6600**

Owings

An owing can be created either at the time of dispensing, or after the script has been dispensed, from the ProScript reprint screen.

The claim can be sent for either the partial amount, or for the full claim – the latter to be used when you do not expect the patient to return to collect the outstanding quantity.

Emergency Supplies

To dispense a faxed script through the AMS service, you can key in the barcode number manually. This will allow you to download and process the script as normal, and once you receive the script the claim can be sent.

For a part dispensing (script to follow), you will have to dispense the item manually, and not use AMS system to dispense.

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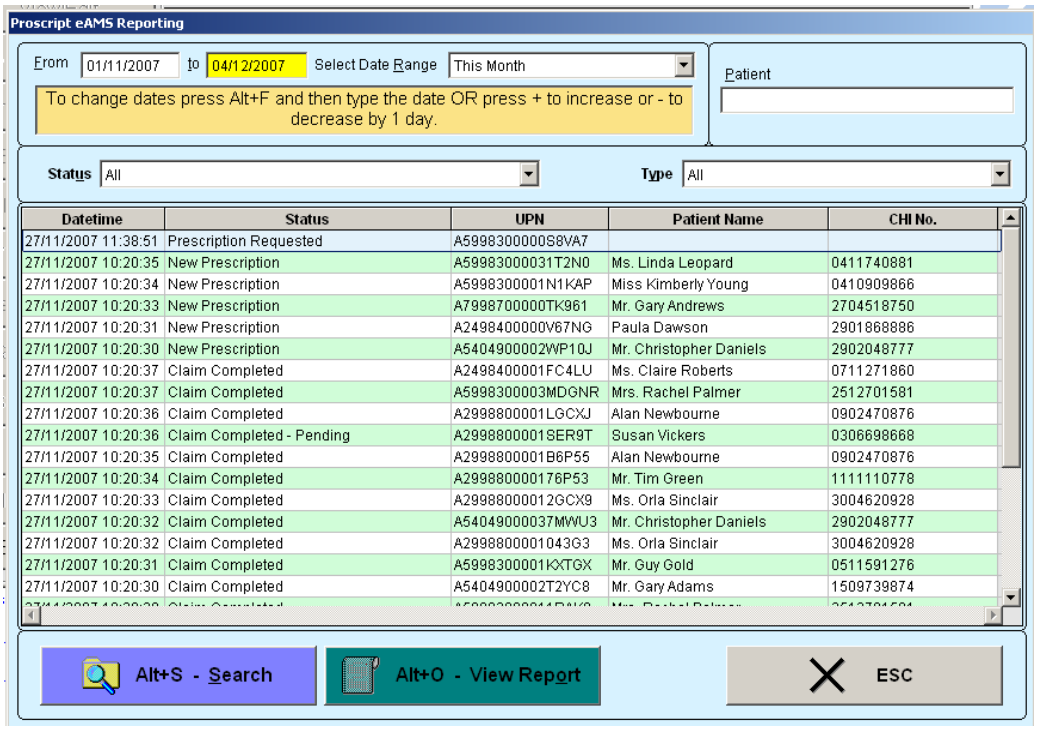
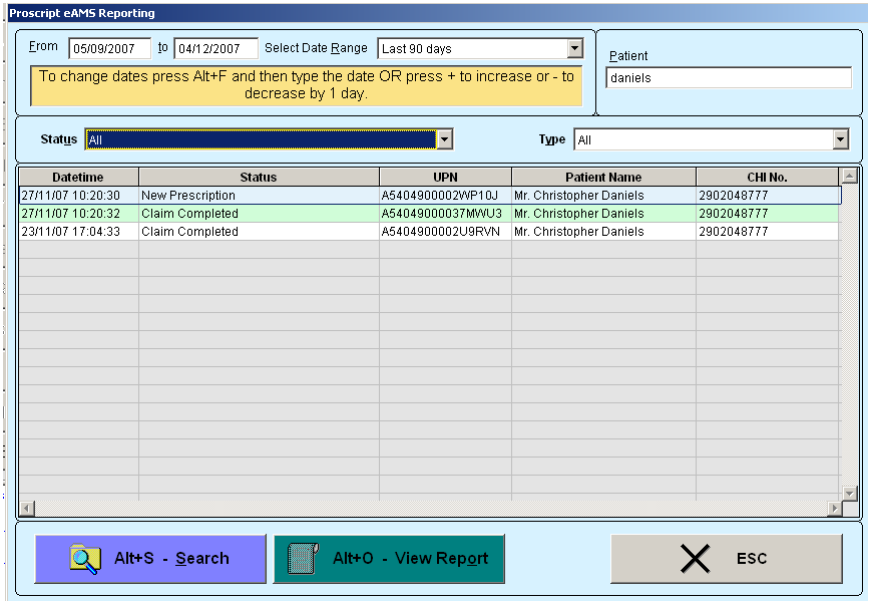
Running AMS Reports

To access the reports from the AMS screen, press **[F11 – Reports]**


Proscript eAMS Reporting
From 01/11/2007 to 04/12/2007 Select Date Range This Month
To change dates press Alt+F and then type the date OR press + to increase or - to decrease by 1 day.
Patient
Status All
Type All
Datetime | Status | UPN | Patient Name | CHI No.
27/11/2007 11:38:51 | Prescription Requested | A599830000S8VA7 |
27/11/2007 10:20:35 | New Prescription | A59983000031T2N0 | Ms. Linda Leopard | 0411740881
27/11/2007 10:20:34 | New Prescription | A5998300001N1KAP | Miss Kimberly Young | 0410909866
27/11/2007 10:20:33 | New Prescription | A7998700000TK961 | Mr. Gary Andrews | 2704518750
27/11/2007 10:20:31 | New Prescription | A2498400000V67NG | Paula Dawson | 2901868886
27/11/2007 10:20:30 | New Prescription | A5404900002WP10J | Mr. Christopher Daniels | 2902048777
27/11/2007 10:20:37 | Claim Completed | A2498400001FC4LU | Ms. Claire Roberts | 0711271860
27/11/2007 10:20:37 | Claim Completed | A5998300003MDGNR | Mrs. Rachel Palmer | 2512701581
27/11/2007 10:20:36 | Claim Completed | A2998800001LGCXJ | Alan Newbourne | 0902470876
27/11/2007 10:20:36 | Claim Completed - Pending | A2998800001SER9T | Susan Vickers | 0306698668
27/11/2007 10:20:35 | Claim Completed | A2998800001B6P55 | Alan Newbourne | 0902470876
27/11/2007 10:20:34 | Claim Completed | A299880000176P53 | Mr. Tim Green | 1111110778
27/11/2007 10:20:33 | Claim Completed | A29988000012GCX9 | Ms. Orla Sinclair | 3004620928
27/11/2007 10:20:32 | Claim Completed | A540490000037MWU3 | Mr. Christopher Daniels | 2902048777
27/11/2007 10:20:32 | Claim Completed | A299880000104 3G3 | Ms. Orla Sinclair | 3004620928
27/11/2007 10:20:31 | Claim Completed | A5998300001KXTGX | Mr. Guy Gold | 0511591276
27/11/2007 10:20:30 | Claim Completed | A5404900002T2YC8 | Mr. Gary Adams | 1509739874
Alt+S - Search
Alt+O - View Report
ESC

You can manually input a date range using the '**From**' and '**To**' dates. You can also select a preset range, such as '**This month**',' **Last month**', '**Last 60 days**' etc from the drop-down list.

A single patient can be reported against by typing in the surname of the patient in the 'Patient' search box in the top right hand corner of the reporting screen.


Proscript eAMS Reporting
From 05/09/2007 to 04/12/2007 Select Date Range Last 90 days
To change dates press Alt+F and then type the date OR press + to increase or - to decrease by 1 day.
Patient
daniels
Status All
Type All
Datetime | Status | UPN | Patient Name | CHI No.
27/11/07 10:20:30 | New Prescription | A5404900002WP10J | Mr. Christopher Daniels | 2902048777
27/11/07 10:20:32 | Claim Completed | A540490000037MWU3 | Mr. Christopher Daniels | 2902048777
23/11/07 17:04:33 | Claim Completed | A5404900002U9RVN | Mr. Christopher Daniels | 2902048777
Alt+S - Search
Alt+O - View Report
ESC

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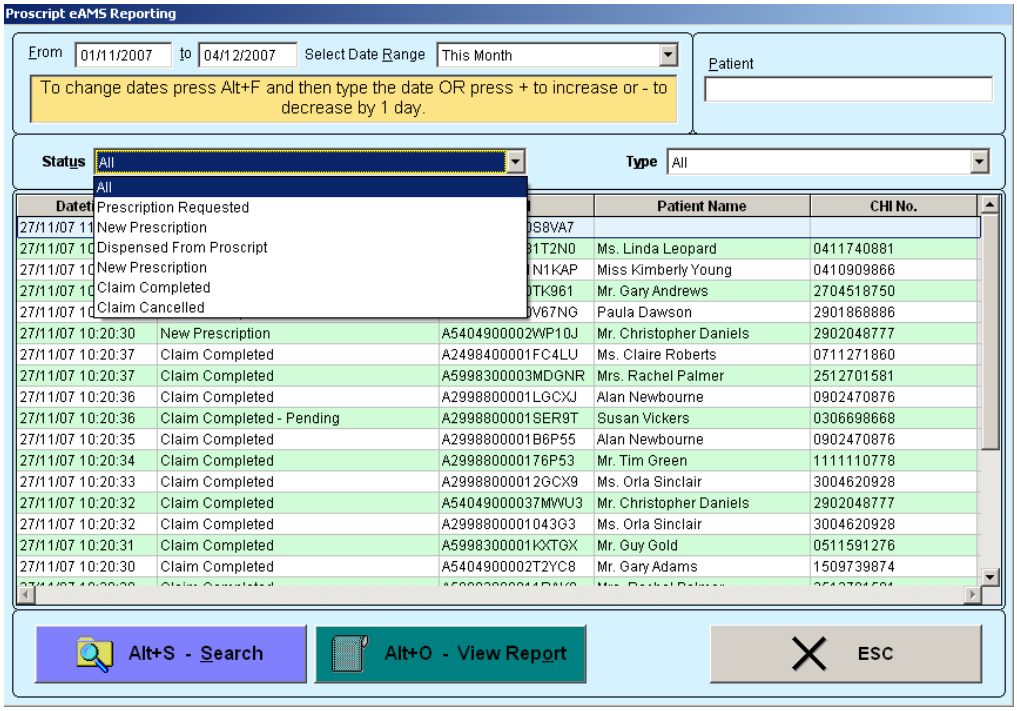
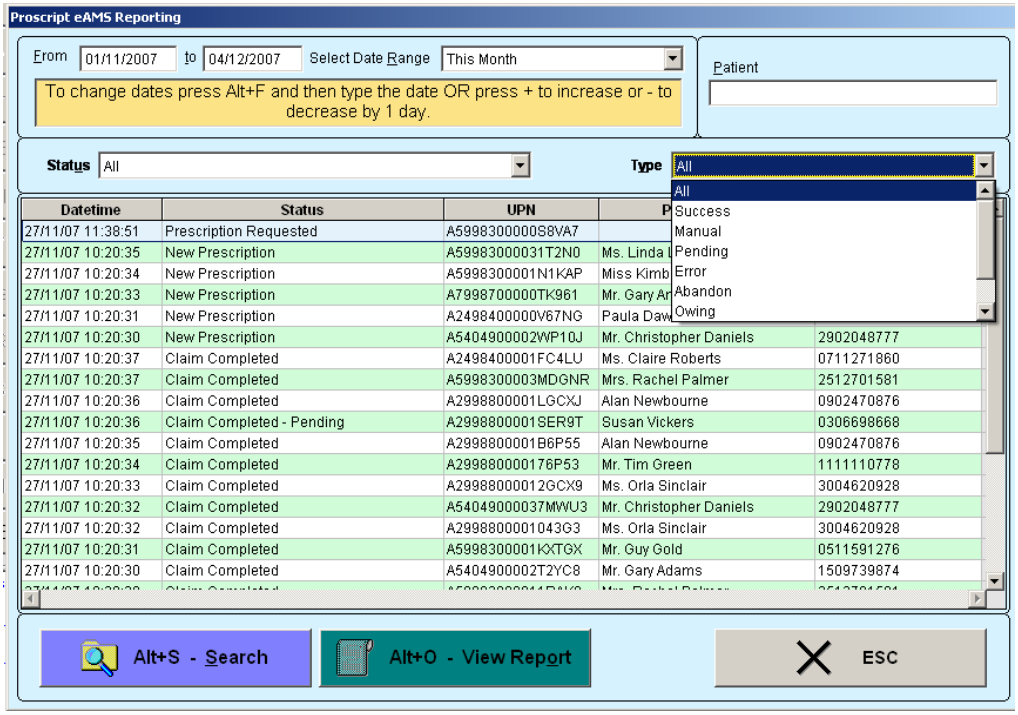
You can view the different statuses of the claims using the drop down Status box


Proscript eAMS Reporting
From 01/11/2007 to 04/12/2007 Select Date Range This Month
To change dates press Alt+F and then type the date OR press + to increase or - to decrease by 1 day.
Patient
Status All
Type All
All
Prescription Requested
New Prescription
Dispensed From Proscript
New Prescription
Claim Completed
Claim Cancelled
Patient Name
CHI No.
27/11/07 10:20:30 New Prescription A5404900002WP10J Mr. Christopher Daniels 2902048777
27/11/07 10:20:37 Claim Completed A2498400001FC4LU Ms. Claire Roberts 0711271860
27/11/07 10:20:37 Claim Completed A5998300003MDGNR Mrs. Rachel Palmer 2512701581
27/11/07 10:20:36 Claim Completed A2998800001LGCXJ Alan Newbourne 0902470876
27/11/07 10:20:36 Claim Completed - Pending A2998800001SER9T Susan Vickers 0306698668
27/11/07 10:20:35 Claim Completed A2998800001B6P55 Alan Newbourne 0902470876
27/11/07 10:20:34 Claim Completed A299880000176P53 Mr. Tim Green 1111110778
27/11/07 10:20:33 Claim Completed A29988000012GCX9 Ms. Orla Sinclair 3004620928
27/11/07 10:20:32 Claim Completed A54049000037MWU3 Mr. Christopher Daniels 2902048777
27/11/07 10:20:32 Claim Completed A299880000104 3G3 Ms. Orla Sinclair 3004620928
27/11/07 10:20:31 Claim Completed A5998300001KXTGX Mr. Guy Gold 0511591276
27/11/07 10:20:30 Claim Completed A5404900002T2YC8 Mr. Gary Adams 1509739874
Alt+S - Search
Alt+O - View Report
ESC

The type can also be filtered on, again using the '**Type**' Drop down selection box.


Proscript eAMS Reporting
From 01/11/2007 to 04/12/2007 Select Date Range This Month
To change dates press Alt+F and then type the date OR press + to increase or - to decrease by 1 day.
Patient
Status All
Type All
All
Success
Manual
Pending
Error
Abandon
Owing
Datetime
Status
UPN
27/11/07 11:38:51 Prescription Requested A59983000000S8VA7
27/11/07 10:20:35 New Prescription A59983000031T2N0 Ms. Linda L
27/11/07 10:20:34 New Prescription A5998300001N1KAP Miss Kimb
27/11/07 10:20:33 New Prescription A7998700000TK961 Mr. Gary Ar
27/11/07 10:20:31 New Prescription A2498400000V67NG Paula Daw
27/11/07 10:20:30 New Prescription A5404900002WP10J Mr. Christopher Daniels 2902048777
27/11/07 10:20:37 Claim Completed A2498400001FC4LU Ms. Claire Roberts 0711271860
27/11/07 10:20:37 Claim Completed A5998300003MDGNR Mrs. Rachel Palmer 2512701581
27/11/07 10:20:36 Claim Completed A2998800001LGCXJ Alan Newbourne 0902470876
27/11/07 10:20:36 Claim Completed - Pending A2998800001SER9T Susan Vickers 0306698668
27/11/07 10:20:35 Claim Completed A2998800001B6P55 Alan Newbourne 0902470876
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27/11/07 10:20:33 Claim Completed A29988000012GCX9 Ms. Orla Sinclair 3004620928
27/11/07 10:20:32 Claim Completed A54049000037MWU3 Mr. Christopher Daniels 2902048777
27/11/07 10:20:32 Claim Completed A299880000104 3G3 Ms. Orla Sinclair 3004620928
27/11/07 10:20:31 Claim Completed A5998300001KXTGX Mr. Guy Gold 0511591276
27/11/07 10:20:30 Claim Completed A5404900002T2YC8 Mr. Gary Adams 1509739874
Alt+S - Search
Alt+O - View Report
ESC

To view a print preview of the report, press **[ALT-O]**.

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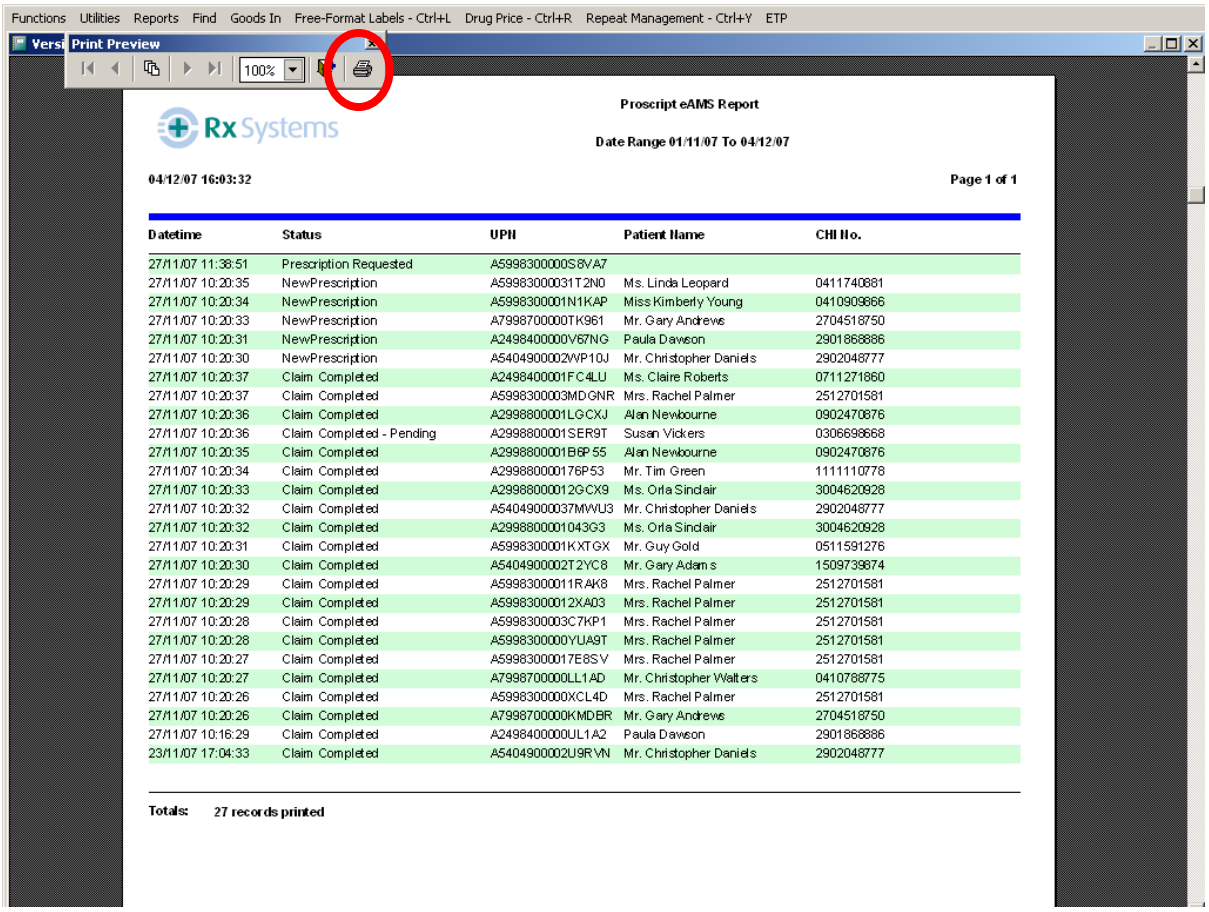
You can print the report by clicking on the small printer icon in the top left corner of the screen.


Functions Utilities Reports Find Goods In Free-Format Labels - Ctrl+L Drug Price - Ctrl+R Repeat Management - Ctrl+Y ETP
Print Preview
100%
Proscript eAMS Report
Date Range 01/11/07 To 04/12/07
04/12/07 16:03:32
Page 1 of 1
Totals: 27 records printed

Datetime	Status	UPN	Patient Name	CHI No.
27/11/07 11:38:51	Prescription Requested	A5998300000S8VA7		
27/11/07 10:20:35	NewPrescription	A5998300031T2N0	Ms. Linda Leopard	0411740881
27/11/07 10:20:34	NewPrescription	A5998300001N1KAP	Miss Kimberly Young	0410909866
27/11/07 10:20:33	NewPrescription	A7998700000TK961	Mr. Gary Andrews	2704518750
27/11/07 10:20:31	NewPrescription	A2498400000V67NG	Paula Dawson	2901868886
27/11/07 10:20:30	NewPrescription	A5404900002WP10J	Mr. Christopher Daniels	2902048777
27/11/07 10:20:37	Claim Completed	A2498400001FC4LU	Ms. Claire Roberts	0711271860
27/11/07 10:20:37	Claim Completed	A5998300003MDGNR	Mrs. Rachel Palmer	2512701581
27/11/07 10:20:36	Claim Completed	A2998800001LGCXJ	Alan Newbourne	0902470876
27/11/07 10:20:36	Claim Completed - Pending	A2998800001SER9T	Susan Vickers	0306698668
27/11/07 10:20:35	Claim Completed	A2998800001B6P55	Alan Newbourne	0902470876
27/11/07 10:20:34	Claim Completed	A29988000176P53	Mr. Tim Green	1111110778
27/11/07 10:20:33	Claim Completed	A29988000012GCX9	Ms. Orla Sinclair	3004620928
27/11/07 10:20:32	Claim Completed	A54049000037MWU3	Mr. Christopher Daniels	2902048777
27/11/07 10:20:32	Claim Completed	A2998800001043G3	Ms. Orla Sinclair	3004620928
27/11/07 10:20:31	Claim Completed	A5998300001KXTGX	Mr. Guy Gold	0511591276
27/11/07 10:20:30	Claim Completed	A5404900002T2YC8	Mr. Gary Adams	1509739874
27/11/07 10:20:29	Claim Completed	A5998300011RAK8	Mrs. Rachel Palmer	2512701581
27/11/07 10:20:29	Claim Completed	A5998300012XA03	Mrs. Rachel Palmer	2512701581
27/11/07 10:20:28	Claim Completed	A5998300003C7KP1	Mrs. Rachel Palmer	2512701581
27/11/07 10:20:28	Claim Completed	A5998300000YUA9T	Mrs. Rachel Palmer	2512701581
27/11/07 10:20:27	Claim Completed	A5998300017E8SV	Mrs. Rachel Palmer	2512701581
27/11/07 10:20:27	Claim Completed	A7998700000LL1AD	Mr. Christopher Walters	0410788775
27/11/07 10:20:26	Claim Completed	A5998300000XCL4D	Mrs. Rachel Palmer	2512701581
27/11/07 10:20:26	Claim Completed	A7998700000KMDBR	Mr. Gary Andrews	2704518750
27/11/07 10:16:29	Claim Completed	A2498400000UL1A2	Paula Dawson	2901868886
23/11/07 17:04:33	Claim Completed	A5404900002U9RVN	Mr. Christopher Daniels	2902048777

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Appendix 1:- Additional Endorsement Type Explanations

Additional Item
This endorsement should only be used where the prescriber has not prescribed an item that is required for the prescribed item. This is the case when the prescribed product does not contain an applicator or other instrument for administration and also applies where sterile water (or another dilutant) is dispensed with a dry powder injection.

Brand Endorsement
In most cases a brand endorsement will not require a manufacturer endorsement. However there may be a situation where a single supplier might market a drug under more than one brand name or as both a branded and generic version and so manufacturer alone does not identify what was supplied. There are also situations where different suppliers use the same brand name and so brand name alone would be insufficient to identify what was supplied and should be paid.

Broken Bulk
Reimbursement for the full pack when only part has been prescribed and dispensed and no further prescriptions are expected may be made on items for which broken bulk is allowable.

Drug Testing
*** This endorsement will not be required for the initial version of ePay; it may however be required for subsequent phases of the ePay programme. ***

Very rarely, the Medicines Inspectorate may request a sample of drugs for drugs testing. The drug testing prescription will mirror an existing prescription for a patient and so a supply will be made to the patient with a separate drugs testing supply for a quantity up to that made to the patient. The prescription should be endorsed as described below. The drug testing prescription will normally be paid under existing manual arrangements.

Extemporaneous Dispensing Fee
An extemporaneous dispensing fee may be claimed for preparation of a product, excluding simple reconstitutions. The endorsement is required on both the electronic message and the paper prescription

Instalment Dispensing
A prescriber may indicate that rather than the total prescribed amount being supplied in a single act, that he wishes the patient to receive one or more doses at a time. Where this is the case the pharmacist should indicate on the paper form the total quantity supplied, the number of dispensing events and the number of supervised doses, including where there are no supervised doses. Claims for instalment dispensing will only be paid if the prescriber has endorsed the prescription as requiring instalments.

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Item Not Collected
Where an item has been dispensed but not collected by the patient it is assumed that such items can normally be returned to stock for use against other prescriptions. Where this is the case the paper form and electronic message should be endorsed as shown, and a dispensing fee will be paid but without reimbursement for the item.

Limited Life Product
Certain items, particularly antibiotic solutions, are manufactured as dry powders or granules for reconstitution prior to dispensing and have a limited life after reconstitution. When a prescription calls for a supply that would exceed the reconstituted shelf life of the product then multiple supplies must be made.

Made to Measure
A number of appliances, particularly hosiery, are eligible for additional fees to cover measuring and fitting or the item being made to measure.

Manufacturer - Manufacturer endorsements are only normally required where supply of the item prescribed could be from products made by more than one manufacturer, for example a generic prescription for an off-patent drug not listed in Part 7 of the Scottish Drug Tariff. Where processing takes place without a manufacturer endorsement and there is in fact more than one manufacturer of a reimbursable product, then a ranked list is used by PSD to arrive at a decision on what to pay.

Measured and Fitted
A number of appliances, particularly hosiery, are eligible for additional fees to cover measuring and fitting or the item being made to measure.

No Patient Charge
Where different strengths of the same preparation are prescribed at the same time and subsequently presented for dispensing at the same time, a single patient charge should be applied, including where the items are on separate prescription forms. If the patient is not exempt from charges, the pharmacist should ensure that all relevant items on the other scripts (i.e., not the 1st script) are marked with the NPC endorsement.

Order Number
Order Number is based on all order numbers in Part 2,3 and 6 of the Scottish Drug Tariff. Order number is used to assist payment of appliances and eliminate any misunderstanding of the item dispensed. The endorsement detail field should be flexible enough to cope with the varying lengths of information that is captured here. A suggested maximum character value for the field is 20 char.

Out of Pocket Expense
Out of pocket expenses may occasionally be claimed where the pharmacist has experienced additional costs in the supply of a particular item. Evidence of any costs may be required as per current process by Practitioner Services Division.

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Prescriber Contacted
Should be used to support the decision to supply a product other than that indicated by the prescriber, or where the prescribers' intent is unclear from the prescription and requires clarification from the prescriber, the patient or the PMR system.
The endorsement is required on both the electronic message and the paper prescription.

Quantity Supplied
Only needs to be endorsed if it differs from the quantity prescribed.

Short Supply
Short supply is used on a Part 7 item only where the pharmacist has had difficulty in obtaining supply of a particular item. Short supply is subject to agreement between SPGC and SEHD. Where Short supply is endorsed, information must also be provided to indicate the manufacturer and / or pack size against which payment is claimed.

Special Price
From time to time a prescription request may be met by supplying a product not routinely available, e.g. a specially manufactured product ('special'), imported medicine or named-patient drug. In such cases the invoice price will normally be paid. Evidence of cost claimed, plus background evidence, may be required by PSD Payment Verification.

Urgent Dispensing Fee
By endorsing a prescription as 'Urgent' a prescriber indicates his wish for the patient to receive a supply of the medicine as soon as possible and outside normal business hours. Where a prescription marked urgent is presented for dispensing out of normal business hours the pharmacist may claim an urgent dispensing fee as indicated below. Prescriptions marked as urgent by the prescriber but not endorsed by the pharmacist, will be assumed to have been dispensed during normal business hours and so no additional fee will be paid.
This endorsement is required on both the paper form and electronic message.

All explanations taken from the document:
"ePharmacy Endorsing and Medication Claim Specification for CP Suppliers"
EPD-AN/BA/BA004
Version: 6a Draft

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Appendix 2:- AMS Prescription status messages

Status		Process	PMR	Comments
Prescription Requested	Error ReSubmit Pending	Manually Abandon		System posts prescription request message to the ePMS
New Prescription	Error ReSubmit Pending	Electronically Abandon		System received electronic prescription information
Dispensed From Proscript	Error ReSubmit Pending	Electronically Manually Abandon	Owing Partial	Pharmacy staff process a patient's AMS prescription using the electronic prescription data retrieved from the ePMS, or can choose to process the prescription without the electronic information if it cannot be retrieved
Claim Completed	Error ReSubmit Pending	Electronically Manually Abandon	Owing Partial Complete	User has indicated that the AMS prescription is complete and claims for reimbursement and remuneration. A claim message is posted to the ePharmacy infrastructure. If the user wishes to re-claim (i.e. submit an amended claim) for the same prescription - an acknowledgement message to the previous claim/cancellation **must** have been received before sending this request.
Claim Cancelled	Error ReSubmit Pending	Electronically Manually Abandon		User wishes to cancel a claim that has been made for an AMS Prescription. A 'claim cancellation' message is sent to ePMS. A claim cancellation message should only be sent if the user has submitted a claim in error and wishes to cancel it. A successful acknowledgement to the previous claim **must** have been received before sending this request.

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Error	Received Error Acknowledgement in response
Pending	When a message failed to reach ePMS for some reason and the STTL timer not expired
ReSubmit	When a message failed to reach ePMS for some reason and the STTL timer has expired
Abandon	The user has decided not to continue processing this prescription; no medication will be dispensed and the prescription will not be claimed for
Manually	Process the prescription without the electronic information
Electronically	Process the prescription with the electronic information

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